Washington Health Benefit Exchange
Navigator Program Technical Advisory Committee

October 19, 2012
9-10:30am

Health Benefit Exchange
Teleconference Only
1-888-850-4523; Participant Passcode: 792767

ID	Topic	Facilitator	Time
1.	Welcome and introductions	Kelly Boston	9:00
2.	Exchange updates and meeting notes/action items review	Kelly Boston	9:05
3.	Adopt Navigator guiding principles draft document	All TAC Members	9:15
4.	Discuss Wakely Consulting interview preliminary findings	Kelly Boston	9:45
5.	Discuss Navigator Approach and Responsibilities	Kelly Boston	10:00
6.	Next steps and adjourn	Kelly Boston	10:25

The Navigator Program TAC will consider all matters on the agenda plus any items that may normally come before them.

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Materials posted at: http://www.hca.wa.gov/hcr/exchange/ntac.html

ID	Notes	Action Items
1.	Kelly Boston conducted a roll call of members and reviewed the agenda items. All TAC members were present and included Devon Love, Lara Welker, Michelle Sarju, Rhonda Hauff, Sofia Aragon, Vicki Lowe, and John Hamje. Pam Cowley was absent.	
2.	Kelly provided Exchange updates including topics addressed at the 10/18/12 Board meeting. She noted that the Board adopted the new mission and vision which includes the concept of equity. Kelly also reviewed the self-sustainability discussion, the OIC presentation on the essential health benefits, the consumer interface presentation and the branding decision. Kelly also noted that she has been conducting interviews for the Navigator Specialist position which would be focused on training and certification. Finally, Kelly informed the NTAC that she had scheduled a meeting with CCIIO to discuss the In-Person Assisters program.	➢ Exchange staff to distribute the newly adopted mission and vision as well as the letters sent to the Board from Equal Start and HCCY to the NTAC.

3.	Kelly reviewed the most recent version of the guiding principles document. She reviewed the edits made by the Policy Committee including the addition of access to care and equity. She asked for comments from Navigator TAC members who had the following feedback:
	
	• Michelle asked whether the medical home for children promoted by Apple Health would be included in the guiding principles.
	    ○ Kelly responded that the Policy Committee did not want to limit coordination of care to one model and also did not see it as part of the work of the Exchange.
	    ○ Rhonda commented that coordination of care is about the relationship between the client and provider.
	    ○ Lara commented that Navigators will need to help clients use health care services effectively to get their needs met. She noted that this could be described as guiding a client to a primary care physician.
	    ○ Michelle added that the guiding principle could be to promote an ongoing primary care relationship.
	    ○ Sophia added, "and better coordinated care."
	• Kelly noted that the Policy Committee members worried about scope in regards to health literacy. They did not see this as part of the work of Navigators. She commented that In-Person Assisters may be the avenue for this.
	    ○ Lara commented that it is difficult to separate enrollment and education.
	    ○ Vicki agreed. She noted that health literacy will implicitly be a part of Navigators' jobs.
		➢ Exchange staff will post the most recent version of the Navigator guiding principles draft on the Exchange website.
		
		➢ Lara to make edits to the guiding principles draft and send it to the NTAC.

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	• John commented that he has serious concerns in moving outside the scope of Navigators' work as defined by the ACA. o Lara noted that it is also important to stay within what the Board has defined as the mission and goals of the Exchange. • Kelly requested that a Navigator TAC member revise the guiding principles document reflecting the Policy Committee's comments. She noted that the next steps would be to share the draft with the NTAC and then send it to the Policy Committee for review. o Lara volunteered to make the edits and send out the draft to the NTAC.	
4 & 5.	Kelly reviewed the [Navigator Network](#) and [Network Responsibilities](#) handouts provided by Wakely Consulting. She shared that the Exchange is leaning toward a regional/geographic Navigator network that includes lead organizations across the state. She noted that this aligns to the capacity of the Exchange. • John asked whether SHIBA has been considered as a lead organization. He recommended that Kelly meet with Mary Jean Holland to discuss. • Kelly noted that the Exchange would like to leverage resources in local communities. • John also expressed his concern that the handouts presented cite the role of Navigators to help in the selection of a QHP. He noted that the final rules for the ACA provided guidance that a Navigator is to "facilitate selection of a QHP." He commented that he recognizes that fine line and respective liability. • Kelly noted that the Navigator program will have conflict of interest guidelines which will be reinforced by training. She commented that she will reference final rules and follow up at the next NTAC meeting. • Lara commented that she would like to see a single RFP for both enrollment and education. • Rhonda commented that she supports the Apple Health model which requires organizations to show their local partnerships. • Kelly noted that the next step will be to define the criteria and responsibilities. • John recommended SHIBA as a model. • Lara recommended the programs in California and Massachusetts as models.	➢ Kelly to review final rules and follow up on John's comments at the next NTAC meeting.
6.	Kelly noted upcoming meetings of the Advisory Committee, Consumer Workgroup and Exchange Board available at http://www.hca.wa.gov/hcr/exchange/meetings.html.	